

## Electronic Acknowledgement Receipt

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| <b>EFS ID:</b>                              | 4744637  |
| <b>Application Number:</b>                  | 10675431   |
| <b>International Application Number:</b>    |  |
| <b>Confirmation Number:</b>                 | 6194   |
| <b>Title of Invention:</b>                  | Managing changes in a relationship management system |
| <b>First Named Inventor/Applicant Name:</b> | Terry Hamer  |
| <b>Customer Number:</b>                     | 27466  |
| <b>Filer:</b>                               | Andrew Reid Smith/Rachelle Hammerquist               |
| <b>Filer Authorized By:</b>                 | Andrew Reid Smith                                    |
| <b>Attorney Docket Number:</b>              | 29516/38347  |
| <b>Receipt Date:</b>                        | 05-FEB-2009  |
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| <b>Time Stamp:</b>                          | 18:40:59   |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)                          |

### Payment information:

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| Submitted with Payment | no |
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### File Listing:

| Document Number | Document Description | File Name  | File Size(Bytes)/<br>Message Digest      | Multi Part /.zip | Pages (if appl.) |
|-----------------|----------------------|------------|--|------------------|------------------|
| 1               |                      | DOC020.PDF | 2281280                                  | yes              | 31               |
|                 |                      |            | dc99dc229c725cf923b530095f185c26c35e2f6b |                  |                  |

|  | Multipart Description/PDF files in .zip description   |       |     |
|--|---|-------|-----|
|  | Document Description                                  | Start | End |
|  | Amendment/Req. Reconsideration-After Non-Final Reject | 1     | 1   |
|  | Claims  | 2     | 14  |
|  | Applicant Arguments/Remarks Made in an Amendment      | 15    | 31  |

**Warnings:**

**Information:**

|                                     |         |
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| <b>Total Files Size (in bytes):</b> | 2281280 |
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.